

When Injured At Work

If you are injured at work, notify your supervisor as soon as you can. He or she can assist you in the proper submission of your worker's compensation claim.

Call the HealthPartners CareLine Service for information about where to get treatment.

If you are hospitalized and unable to notify CareLine, your supervisor must notify the HealthPartners case manager as soon as possible.

CareLine
(952) 883-5484 or
1-888-544-5484 Toll-free

HealthPartners CareLine staff of specially trained nurses is available 24-hours-a-day, seven days a week. They will provide medical care instructions and refer you when necessary to the most appropriate clinics.

These nurses will use the following guidelines when helping you receive care:

- If emergency care is needed, call 911.
- If medical care is needed immediately, first aid instructions will be given prior to seeing a primary care provider.
- Assist in scheduling an appointment within 24 hours at either one of the HealthPartners select sites for initial assessment and evaluation, or your own primary care provider, if that is what you choose. You will be informed of your choices by the CareLine nurses.

Although we encourage you to take advantage of the CareLine Service, you can also access the health care system to receive an initial evaluation in the following ways:

- Direct access (walk in) to the clinic
- Phone to the clinic for an appointment
- Direct access to the emergency room or urgent care facility.

If you would like to receive a copy of the HealthPartners WCMCP network directory, contact the HealthPartners WCMCP administrative office telephone number listed in this brochure.

Where to Go for Medical Treatment

Initial Evaluation

If your employer has elected a HealthPartners WCMCP designated clinic for your initial evaluation, you or the CareLine nurse may schedule an appointment for you there. Your designated clinic information is located in box on other side of this brochure. You will be seen within 24 hours.

You are required to receive services from a HealthPartners WCMCP network provider except in the following circumstance:

- In an emergency
- If you have a documented history of treatment (before the injury) with a health care provider who maintains your medical records. You must, within 10 calendar days of reporting the injury to your employer, provide HealthPartners with copies of medical records or a letter from the health care provider documenting the

dates of the previous treatment. However, if you change doctors, it must be to a doctor within the managed care plan.

- If your place of employment and residence is located more than 30 miles from a HealthPartners WCMCP network provider, if you live or work within the seven-county metropolitan area, or more than 50 miles if you live or work outside the metro area.
- If you are referred by HealthPartners WCMCP to a non-network provider.
- If you had an injury prior to the effective date of the managed care plan, you may continue to receive treatment from your non-network provider until you change doctors.

Follow Up Care

You may continue to see the provider who performs your initial evaluation, or you may choose to see another HealthPartners WCMCP network provider for follow up care. You may also choose to see a non-network provider with whom you have an established relationship. You must call HealthPartners WCMCP case management at (952) 883-5396 any time you wish to change providers.

About the HealthPartners WCMCP Network

You may receive treatment from a HealthPartners WCMCP network primary care, occupational health, or specialty physician, chiropractor, podiatrist, osteopath, or dentist, if the treatment is within the provider's scope of practice and appropriate for your injury or illness.

Important Telephone Numbers

CareLine

952 - 883-5484

1-888-544-5484

Metro

Toll-free

Call the above number 24-hours- a- day, seven days a week to receive medical care information and coordinate appointment scheduling for a work-related injury.

HealthPartners Case Manager

952-883-5396

Metro

1-888-779-3625

Toll-free

A resource for the supervisor/manager, employee, or provider to obtain assistance or discuss the treatment of an employee's injury and subsequent return to work.

HealthPartners Worker's Compensation

Administrative Office

952-883-5396

Call the number above to obtain program information, dispute resolution information or copies of the HealthPartners WCMCP network directory.

Minnesota Department of Labor and Industry (Metro)

651-284-5032

Minnesota Department of Labor and Industry (Greater Minnesota)

1-800-DIAL-DLI (342-5354)

Minnesota Department of Labor and Industry (Duluth)

1-800-365-4584

or 218-723-4670

An issue which cannot be resolved within 30 days to the satisfaction of the employee may be appealed to the Minnesota Department of Labor and Industry.

Designated Clinic

Your employer has selected the designated HealthPartners WCMCP clinic below where you should go to receive your initial evaluation:

HealthPartners Saint Paul Clinic
205 South Wabasha Street
Saint Paul, MN 55107
(651)-293-8104

Employer Contact:

Your work place contact for worker's compensations is:

Workers Compensation Staff
Risk Management
Human Resources Department
City of Saint Paul
651-266-6500